

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name		9. Position Number K0069226		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Assistant		
3. Division KC Metro Region			12. Proposed Class Title		
4. Section Program and Service Integration			13. Allocation		
5. Unit Economic and Employment Support Services			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City County			15. By Approved		
7. (Circle appropriate time) Full Time Perm Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: AM/PM To: AM/PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position exists to support and facilitate service delivery by an EES unit toward meeting the overall goals and mission of the agency. This position is essential in providing high quality service to the agency's customers and effective administrative support to an Economic and Employment Support unit.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:

Title:

Position Number:

Who evaluates the work of an incumbent in this position.

Name:

Title:

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Supervision of an experienced worker is minimal. Worker is expected to function independently in much customer contact and minor decision making. Work products are reviewed for accuracy and timeliness on a regular basis by the supervisor.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
(x) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M
		In addition to the tasks identified in this section, the incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1.	40	<p>Program Support</p> <p>Provides support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case plans and fulfill agency requirements. Registers initial applications, by accessing the agency automated systems, analyzing application and system information to resolve problems and avoid duplication. Identifies services requested and enters appropriate information into the automated system for initial case establishment and to document customer contact and information. Manages the periodic review process through identification and generation of appropriate review forms based on the services received, coordinating and scheduling appointments for customers, and registering reviews. Accesses non-SRS automated systems to gather information as requested by case managers. These include, but are not limited to employment and unemployment information (BARI and BASI), and Social Security (EATSS). Inquires into the SRS EBT, CSE and Child Care systems or other agency programs as requested. Is familiar with and can use the automated management report system (SAR) to provide regular reports for supervisors and case managers to help meet unit goals.</p>
2.	25	<p>Customer Service</p> <p>Provides a high level of service to customers to assist in achievement of the agency mission and goals. To do this, the employee must be familiar with agency programs and guidelines; be able to communicate effectively and positively with customers and ensure the needs of the customer are met by directing them appropriately to services. Staff should be familiar with and able to assist customers in the use of the language line and special communication equipment (TDD) or other reasonable accommodations where appropriate. These tasks require that the employee maintain an excellent knowledge of program processes as well as agency and community resources. Is familiar with agency program benefits and benefit delivery systems. Issues EBT cards and trains customers to access these benefits. Answers customer questions regarding the use of EBT cards and assists them in assigning a PIN and activating the card. Manages the benefit card materials and equipment, and maintains required records of transactions. Makes appropriate referrals to agency staff and/or community resources in order to meet customer needs.</p>
3.	15	<p>Reception, Information and Referral</p> <p>Phone and customer contact is essential for unit and customer support. The employee provides unit reception, directs general calls within the agency and provides case manager telephone and walk-in customer back up coverage. Facilitates communication by taking information from visitors or callers when possible to minimize the need for return calls or visits. Provides general information and explains basic program requirements, provides information to assist customers to navigate the application process and ensure understanding of procedures. Assists customers in completing the application and reviewing for appropriate documentation, when requested. Assigns applications following office application assignment process, as needed. Refers clients to other community resources. Responds to inquiries from staff and members of the public as appropriate, without disclosing confidential information. Serves as back-up to office reception staff and other HSA staff.</p>
4.	10	<p>Administrative Support</p> <p>Provides administrative and clerical support to the unit in order to relieve the supervisor and professional staff. Prepares file folders for new cases, organizes and maintains case files, maintains file rooms. Collects, prepares and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. Receives, date stamps, sorts and distributes incoming mail. Looks up information on multiple systems to ensure communications are appropriately directed. Receives and prepares outgoing mail to meet mail schedules and may apply postage using an electronic postage meter.</p>
5.	5	<p>Teamwork and Communication</p> <p>Serves as a supportive member of the service delivery team and exhibits characteristics of a team player by contributing to the effective operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally, through day-to-day interaction, and formally, through regular team/unit meetings. Offers assistance to other team members and may serve on work groups to enhance processes, procedures and outcomes for consumers. Remains open to organization change.</p>
6.	5	<p>Special Assignments</p> <p>Works on special assignments and duties as needed.</p>

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to complete work assigned could greatly disrupt work flow for other staff and adversely affect the welfare and well being of internal and external customers. The issuance of customer benefits may be delayed, resulting in hardship for the customer.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may, on occasion, threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. Managing case files requires some lifting and carrying up to five pounds. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase the work load.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computer, telephone system, copy machine, postage meter and fax are used daily.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

High school diploma or equivalent.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Post secondary education

Experience or education in computer/data entry

Experience working with the public

Bilingual in English and Spanish languages

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee works at a desk, requires the use of a personal computer and telephone and frequently interacts with individuals for the purpose of providing information. The employee performs activities with light to medium weight objects, such as files and boxes of office supplies and copier paper. Bending and stooping are required to retrieve or file case files.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and customers, Kansas City Metro Regional staff and vendors are expected to display their access badges when at the work site and to comply with approved safety policies and procedures posted on the web page. Human Service Assistants are required to follow office procedures to ensure their safety when interviewing customers who may become hostile, angry or upset or post a threat to safety of staff and others.

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg and torso posture. Timely notification of appropriate agency staff when equipment malfunctions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date

